**Human Resources Development Center and
Organization and Employee Development**

Customer Feedback

Organization and Employee Development is interested in your feedback and will use it to improve our services. Your feedback is anonymous and will be summarized. We know you are asked to fill these out all the time but we would very much like to hear from you, so please take five (5) minutes to give us some feedback. Thanks!

Staff of Organization and Employee Development: Dan Dudzik, Craig Morley, Jesse Aguirre, Alma Landa, Annette Price, Caroline Morales, Sharon Dowis, Judy Barrette

1. The following services are provided by Organization Employee Development. Please place a check next to all services you have used.

Technical Training	**Video Production**
Leadership Training	**Facilitation**
Management/Supervisory Training	**Tuition Reimbursement**
Computer Training	**Course Registration**
Process Improvement Training	**Room Reservation**
Personal Development Training	**Locating Resources**
Customized Training	**Career Development Consulting**
Training Record (Registrar)	**Competency Studies**
Skill/Needs Assessment	**Internal Consulting**
Library Services	**System Design**

Other services we missed or you would like:

2. Using a scale of 1 to 4, 4 being the most satisfied, rate the following. Use NA for not applicable.

	1	2	3	4	NA
A. Courtesy of our staff.					
B. Helpfulness of our staff.					
C. Timeliness of our services.					
D. Do services help you do a better job.					
E. Convenience of our services.					
F. Ease of registration for classes.					
G. Ease of registration for rooms.					

Please print completed forms and send to:
    HRDC/OED, 1130 N. 22nd Avenue, Phoenix AZ 85009 -- MD 069R

3. What method of registration for classes do you prefer? (On a scale from 1 to 4, 4 being the most preferred).

	1	2	3	4	NA
A. E-mail					
B. Facsimile (FAX)					
C. Telephone					
D. Voice Mail					
E. Mail					

4. How would you prefer to have our available services and classes communicated to you? (Same Scale)

	1	2	3	4	NA
A. ADOT Mileposts					
B. Course Catalog					
C. Monthly Calendar of Classes					
D. E-mail					
E. Web Page (ADOTNet)					
F. Other :					
G. Ease of registration for rooms.					

5. The following issues were identified by employees involved in several "Focus Groups" conducted statewide as areas to address. Please rate these areas based on your level of **satisfaction** and also indicate how **important** they are to you. (Indicate your response with 4 being very satisfied or very important).

	SATISFACTION					IMPORTANCE				
	1	2	3	4	NA	1	2	3	4	NA
A. Bring training to the employees in the field										
B. Availability of the course catalog.										
C. Frequency of classes.										
D. Timeliness of information for available classes.										
E. Availability of tuition reimbursement.										
F. Access to your training record.										
G. One-stop shopping for course registration.										
H. Video production services										
I. Information on video self study library.										
J. Availability of trainers										
K. Quality of Trainers										

- Internal
- External

If you have other issues you would like us to look at please list them:

Thank you for your time and feedback.
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